CITY OF STOUGHTON
PARKS & RECREATION DEPARTMENT
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Date: July 24, 2019

To: Amy Jo Gillingham, Human Resources Director

From: Dan Glynn, Parks & Recreation Director

Subject: Staffing Request

I would like to preface this memo that this request is not a request to have a fully staffed department. This request is for the minimum staffing level needed to continue with the responsibilities and expectations that have been added over the past 18 months. Offloading the additional responsibilities to another department is not responsible as they need to be handled by parks and recreation staff for the best possible product for the City.

REQUEST: This staffing request is for a full-time Parks & Recreation Assistant. This would be an entry-level position that would relieve the Parks & Recreation Director and Recreation Supervisor of low level duties.

Current full-time staff for the Parks & Recreation Department includes the Parks & Recreation Director, Recreation Supervisor, and Youth Center Manager. There is a seasonal office assistant budgeted for 500 hours and a supervisor for Troll Beach budgeted for 400 hours. The National Parks & Recreation Association has a benchmarking system where agencies can compare themselves to like agencies across the region. The staffing level for parks and recreation in Stoughton is in the bottom quartile. The bottom quartile staffing level unfortunately coincides with a service level for programs provided and cost recovery in the top half of similar systems. Stoughton has been doing more with less for over a decade and the numbers show this.

The Youth Center Manager position is primarily funded through the Friends of the Stoughton Area Youth Center. The position is responsible for managing the afterschool program at the facility. Management of the program includes supervising two part-time Youth Center Assistants, creating programs such as tutoring, and behavior management of the attendees. The afterschool program has an average attendance of roughly 40 children during the school year. The summer season is slower and is when the position conducts staff training for assistants and completes building projects like painting. When the Youth Center Manager is absent the two Youth Center Assistants manage the afterschool program, so it is necessary that they are trained appropriately during the summer months. The Youth Center Assistants also limit liability as there is never a situation where an adult is alone at the facility with a child.

The Recreation Supervisor position is responsible for management of recreation programs and assisting in the management of Troll Beach. This position is also acting as the direct contact for any incoming calls to the department and for visitors. The

volume of calls and visitors is substantial and takes them away from their primary duties. These duties include creating new programs, marketing, on-site supervision of staff (check-ins), and conducting staff and volunteer trainings. These are all required for having a high functioning recreation program. The Parks & Recreation Director covers necessary functions in their absence.

The Parks & Recreation Director is responsible for managing the Youth Center Manager, Recreation Supervisor, seasonal office assistant, and Troll Beach Supervisor. Other responsibilities include project management, parks planning, and parks management. These all require significant community outreach which include the following meetings: Ad Hoc Whitewater Park Steering Committee, Friends of the Stoughton Area Youth Center, River & Trails Taskforce, Parks & Recreation Committee, and City Leadership. These all require either minutes, agendas, packets, or reports to be compiled by the Director. The Director also participates in community organization meetings including Rotary Club and Lions Club. Many of the parks projects require a fundraising component. The Director meets with local foundations and writes grants when this is needed. When the Recreation Supervisor is absent, the Director fills their role putting many of these responsibilities on hold while they act as the primary contact for the department and answers phone calls and greets walk-in customers. This takes the Director away from the essential functions of their position.

Delegating administrative responsibilities to the City Hall receptionists has not worked efficiently. A plan to train City Hall reception staff was developed where we created a step by step procedure manual on how to see if a park shelter was reserved and how to answer basic questions about programs. The intent was to ease them in to supporting our department. Additionally, the Recreation Supervisor sat side by side with them for two days to show them how to answer these questions to customers. At the conclusion of the training they were not able to handle these duties.

The added responsibilities and expectations of the Yahara Riverfront Development, park development guidelines, ADA compliance within the park system, parks foundation, inclusive playground at Nordic Ridge Park, Mandt Park updates, and planning for the future park at Kettle Park West have put additional strain on the department. These projects represent important developments for the future of the committee and are all things that need to be managed professionally. The Department currently lacks get done and we do not have the capacity with current staffing staffing level to do it.

The staffing request for a full-time Parks & Recreation Assistant would be an entry-level position that to relieve the Parks & Recreation Director and Recreation Supervisor of low level duties. Duties would include administrative tasks such as recording meeting minutes, creating meeting agenda documents, compiling meeting packets, daily cash receipting, and being the point of contact for phone calls and general department email inquiries. The position would also complete lower parks and recreation specific tasks such as park shelter reservations, facility key checkouts, activity registrations, equipment inventories, and program cancellations. An essential part of the job would be to cover the office when both the Recreation Supervisor and Parks and Recreation Director are at meetings, and additional coverage during vacations.

Respectfully Submitted,

Dan Glynn, Parks & Recreation Director